

**Deborah.Easterling**

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238585

**From:** Deborah.Easterling  
**Sent:** Thursday, August 23, 2012 3:29 PM  
**To:** 'kelkmac@comporium.net'  
**Subject:** RE: Letter\_of\_Protest\_Form\_pub\_0001.pdf

Dear Kelly Macaluso,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

**From:** Kelly Macaluso [<mailto:kelkmac@comporium.net>]  
**Sent:** Thursday, August 23, 2012 1:55 PM  
**To:** PSC\_Contact  
**Cc:** 'The Honorable Patrick Collins'  
**Subject:** Letter\_of\_Protest\_Form\_pub\_0001.pdf

Thank you for your consideration.

Sincerely,

Kelly Macaluso  
*Tega Cay Resident*  
*Parent*  
*Small Business Owner*  
*Dissatisfied Customer of Utilities, Inc.*

803.548.2090  
[kelkmac@comporium.net](mailto:kelkmac@comporium.net)



\* Required Fields

Date: \* 08/21/2012

**Letter of Protest**  
**in Docket** 2012 - 177 - WE

**Print**

**Email**

**Protestant Information:**

Name \* Kelly Macaluso

Mailing Address \* 4075 Triton Dr

City, State Zip \* Tega Cay, SC 29708 Phone \* 803.548.2090

E-mail kelkmac@comporium.net

**1. What is your connection or interest in this case? \* For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)**

I am sorry to say that I am a customer of Utilities Inc., and that if any option were available, I would NOT be.

**2. Please give a concise statement of your protest. \* (This section must be completed. Attach additional information if necessary.)**

NEVER in more than 40 years of dealing with various utility providers in numerous states, have I run across one that was more incompetent in running their business.

I am upset at not having a choice to have good water in our home. Instead, we're given water that has odors, runs brown on occasion, leaves stains in plumbing fixtures, and corrodes our lines and water heaters.

I am angry by the continuous overflows of sewage into our lake, and sickened when I receive a report of yet another leak, or worse, when seeing pump stations discharging while walking along Tega Cay's golf course and streets in our area. Many in our community (myself included) will not swim in the Tega Cay areas of Lake Wylie.

I find it hardest to believe that a company the size of this, would be so inept in running a business, and still be asking for yet another rate increase. A few of the complaints that are highest on my list:

**LACK OF MAINTENANCE / IMPROVEMENTS:** The fact that over ALL the years they have provided service here, nothing was done to upgrade, or even maintain the equipment. As a business owner, I understand that maintenance and improvements are part of running a business! To come back now -- after decades of charging some of the highest rates in the South East and request a 67% increase because you didn't put any money into the system, and didn't put any money aside for it? Ridiculous!!

Please see next page for more

**3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? \***

I think there are others that would be better at stating the unfairness of any increase in this case at this time, but if needed, I would be willing to testify.

**QUESTION 2 (from page 1) CONTINUED:**

**ANTIQUATED BILLING SYSTEM:** The fact that the billing department is antiquated, and does not even offer online account access (last time I tried), emailed invoicing or in house accounting. Are you aware that we have to PAY an additional charge each month to pay our bill by phone or online? \$3.00 to pay online. I pay more than 20 bills each month, and NONE of them charge me to pay my bill online except Utilities Inc. Last month, I called again to complain, and was told that I could take it to Walmart to pay with no charge. AGAIN the customer service rep was incorrect, and while Walmart did take my payment, a surcharge of \$1.88 was added.

I have made numerous calls to ask that my request be noted for some modernization of their billing system. As of this date, we're still stuck with mailed paper invoices and 3rd party fees in order to make our payments. I would add that both my husband and myself own small businesses in York County. Both of our businesses offer online invoicing and no charge for payments made online. It is standard business today, -- another indicator that Utilities Inc is not up to even base standards in the running of their business.

**DISHONEST PRACTICES:** We have contacted Utilities Inc several times to question the meter readings and our billing. They said they would send someone out to check the reading. Because we believed they failed to do so last time, my husband sprinkled dirt on the top of the meter, so the face was not readable. When I called Utilities Inc back the next week, I was told the meter had been read and was correct. We checked the meter, which had NOT been wiped off and could not possibly have been read. This is but another example of a company that seems to run on dishonest practices.

Lastly - Utilites Inc, requested, and received a rate increase in 2010. They were aware of the need for upgrades to the system at that time because it was a major point of contention with Tega Cay residents that the system was not being maintained or improved as it should. Still, they were awarded an increase, and now less than 2 years later requesting another.

This is just WRONG. Please don't subject our community to more abuse at the hands of this poorly run provider. We deserve better, and have already been paying for better.

**RESPECTFULLY SUBMITTED,**

Kelly Macaluso